

DIVISION

**Performance Measurement &
Assistance Program (PMAP)**

**On-site Visit For:
(Office Name)**

(Date of Visit)



In-brief:

5 Questions:

- Who? (Identify team)
- What? (What is a PMAP?)
- Why? (Why are we visiting you now?)
- How? (How is our visit conducted?)
- When? (What is the schedule?)



Who Are We?

Team membership:

- _____, Team Leader
- (Lead from next office to be PMAP'd)
- Others as appropriate



What Is A PMAP?

- Performance Measurement [and] Assistance Program
- PMAP is made up of 3 parts:
 - Annual Survey
 - On-Site Reviews
 - Self-Assessments



What Is a PMAP? (Cont.)

- A change away from the old Procurement Management Review (PMR) focus on regulatory/statutory compliance to a multi-faceted program measuring quality & customer satisfaction.
- PMAP focuses on the 5 perspectives of the “Balanced Scorecard.”



What Is a PMAP? (Cont.)

5 Balanced Scorecard Perspectives:

- Client: How do our clients see us?
- Employee: How do our employees see us?
- Learning & Growth: How can we continue to improve and create value?
- Internal Business Practices: What must we excel at?
- Financial: How do we look to the taxpayers?



Why Are We Here Now?

- 3 Year Cycle
- Last visit:
- Issues/Topics from last visit:
- Any specific areas or issues you would like us to assist you with?



How Do We Conduct Our Visit?

- With a MINIMUM of disruption to you and your staff.
- Using open communication – no surprises.



How Do We Conduct Our Visit? (Cont.)

What we do:

- Assess the office against the 5 BSC Perspectives
- Validate your Business Management System
- Validate the Annual Survey results
- Look for Smart Business Practices
- Conduct training/answer questions/take issues back to ____ DIV



How Do We Conduct Our Visit? (Cont.)

How do we do that?

- File Reviews
- Interviews
 - With Management
 - With Employees
 - With Clients
 - With Internal Business employees



What Is the Schedule for the Visit?

- In-Brief (Day 1)
- Interviews/File Reviews (Day 2 & 3)
- Out-Brief and discussion of draft final report (Day 3 or 4)
- Available to provide daily summaries, if desired



Conclusions

We are here to assist you – please let us know how we can best do that.

Thank you for your cooperation and assistance!

